

RACS JOB DESCRIPTION

Job Title: Shelter Advocate

Job Summary: Shelter Advocates are responsible for the direct provision of 24-hour emergency shelter services and emotional support for survivors of domestic violence, sexual assault and stalking. Each Shelter Manager will successfully complete training in crisis interventions, victim advocacy, and shelter procedures upon being hired. Primary responsibility is to ensure the emotional and physical safety of shelter residents. Shelter Managers are responsible for daily and monthly paperwork and statics required for the shelter.

Work Station and Assigned Area: Shelter

Supervises: None

Supervised By: Director of Shelter Services

<u>Key Result Area</u>	<u>Objectives/Activities</u>
1. Shelter Duties	<ul style="list-style-type: none"> a. Weekly “house meetings” with shelter residents. b. Assign weekly house duties of residents. c. Maintain grocery list. d. Maintain and replace food items in pantry. e. Assist residents with life or parenting skills as needed. f. Establish and maintain cooperative relationship between residents and staff. g. Maintain confidentiality of all residents and services provided by RACS.
2. Program Reporting	<ul style="list-style-type: none"> a. Maintain required reports and documentation for state reporting, monitoring and auditing. b. Responsible for processing and tracking participant activities. c. Collect residential mail on daily basis and prepare out-going residential mail. d. Collect all physical/item donations received and complete and submit required documentation.
3. Security Responsibilities	<ul style="list-style-type: none"> a. Ensure all shelter doors are monitored and locked at all times. b. Grant access to authorized residents, guests and staff. c. Maintain daily function of shelter security systems and report any issues to supervisor. d. Educate residents and staff of emergency procedures for fire, tornado, earthquake or intruder situations and conduct practice drills on regular basis.
4. Crisis Intervention	<ul style="list-style-type: none"> a. Responsible for answering and documenting all hotline calls. b. Provide crisis intervention services to residents as needed. c. Respond to on-line requests for information or assistance.
5. Team Work	<ul style="list-style-type: none"> a. Work with the management to ensure program outcomes are met. b. Answer incoming telephone calls and transfer calls to appropriate staff as required. c. Provide assistance to co-workers as needed.

6. Residential Intake	<ul style="list-style-type: none"> a. Prepare residential room for family. b. Complete residential intake for all new residents. c. Review residential handbook with all new residents. d. Provide a tour of the shelter. e. Provide each family member with personnel care kit, towels and clothing, if needed. f. Assign bed/room to family. g. Set room lock combination. h. Lock all medicines in medicine locker. i. Complete census in/out, chart, room chart, and file card. j. Complete year end stats form.
7. Communication	<ul style="list-style-type: none"> a. Answer incoming telephone calls, take accurate and complete messages in a timely manner. b. Distribute residential incoming and collect outgoing mail. c. Maintain shift notes. d. Provide shift updates to all agency staff via email. e. Use Reflective Practices with staff and residents. f. Maintain the confidentiality of information on each resident, and staff member.
8. Residential Exits	<ul style="list-style-type: none"> a. Complete all exit paperwork with resident. b. Complete all census in/out, chart, room chart and file card and file correctly. c. Facilitate discharge process. d. Clean residential room upon exit of client.
9. Residential Services	<ul style="list-style-type: none"> a. Provide a safe, warm and welcome environment for residents. b. Work with agency staff to assist each resident in achieving goals. c. Help residents know and understand child care responsibilities and procedures. d. Help residents know and understand all shelter procedures and systems. e. Conduct regular check-ins with each resident to ensure needs are met.
10. Miscellaneous	<ul style="list-style-type: none"> a. Know and comply with agency policies and procedures. b. Perform other duties as assigned.

Knowledge, Skills, and Abilities:

1. Ability to understand the vision and values of RACS and to implement the mission, purpose and goals.
2. Be aware of and comply with all work and standards, policies and procedures of RACS, upholding organization values and client confidentiality.
3. Knowledge and respect for diverse cultures/lifestyles in the community.
4. Ability to handle program/client information in a confidential manner.
5. Thorough knowledge of office management including organization and maintenance of systems to file and retrieve computerized information.
6. Ability to accurately perform basic math functions.
7. Thorough knowledge of office equipment, such as copier, fax, scanner, multi-line phone and computer, with the ability to assist others in machine use as appropriate.
8. Ability to effectively work as a team member.
9. Ability to deal with confrontation and stressful situations in a constructive and professional manner.

10. Ability to implement concepts learned from training.
11. Ability to read and apply information presented in user manuals, i.e., for operation of computerized office equipment and for software applications.
12. Ability to follow written and verbal instructions.
13. Ability to organize time effectively and to set work priorities.
14. Ability to communicate effectively in oral and written form.
15. Good grasp of the English language (spelling, punctuation, grammar).
16. Ability to successfully communicate with the public in person and on the telephone.
17. Satisfactory completion of training on required Missouri child abuse and neglect laws, procedures and indicators of child abuse and neglect.
18. Ability to gather data, compile information, and prepare reports.
19. Ability to attend worksite regularly to perform essential job functions/duties and responsibilities.
20. Ability to be a self-starter and work independently of direct supervision.
21. Ability to lift forty pounds.

Qualifications Required:

1. Associates degree required. Post-secondary training or education in a human services field is preferred.
2. Experience in a human/social services organization preferred.
3. Advanced level and knowledge of Microsoft Office 2007 or newer.
4. Must have a valid Missouri driver's license and daily access to a reliable and licensed automobile.
5. Must pass the Missouri Department of Health Family Care Safety Screen or criminal background check, prior to hire.
6. Residence in the nine-county area is preferred.

EQUAL OPPORTUNITY EMPLOYER

Employee Signature

Employee Printed Name

Date